



ADAPTIVE COMMUNICATION APPLICATION PROGRAMMING INTERFACE

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Cross-Reference To Related Application

The present invention is related to the subject matter of the following provisional

- 10 United States Patent Application: "Adaptive Communication and Communication
Server," naming inventors Henry Jay and Anil Annadata, filed February 6, 2001, ~~Attorney~~

60/267242

QN ~~Docket No. 5306-P012Z~~ Applicants hereby claim the benefit under 35 U.S.C. § 119(e) of
the foregoing-referenced provisional application. The foregoing-referenced provisional
patent application is hereby incorporated by reference herein in its entirety.

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Background

- In today's emerging technological and information world, companies are
interacting with their customers, potential customers and other contacts through a wide
variety of different communication channels. Such communication channels include face-
20 to-face, telephone, fax, email, voicemails, wireless communication, Internet information
inquiries via call me now and call me later, Internet collaborative sessions, paging and
short messaging services. With all these communication channels, companies are faced
with managing each customer interaction while meeting service levels and maximizing
customer satisfaction. In addition, companies are faced with optimally staffing and
25 training their workforce to deal with customers through these communication channels
whether through their customer support center(s), telebusiness organizations, or their
sales, marketing, and service professionals.

- Currently, many companies have dedicated email inboxes, fax inboxes, and
voicemail boxes defined for specific business areas as well as automated call distributors.
30 Employees called agents are assigned to poll and manage the support requests from
customers for each communication channel. Combined with the traditional call queues
for inbound telephone calls, each agent is tasked with managing his or her work using all
these communication channels while not having any visibility to the queue status and